

 THE NAIROBI HOSPITAL	QUALITY POLICY STATEMENT	TNH/MR/POL/001
--	---------------------------------	-----------------------

Objective:

The Nairobi Hospital is committed to provision of quality healthcare services that meet international standards and aims at becoming a Total Quality Hospital.





Scope:

This policy is applicable to all activities carried out in the Hospital, College of Health Sciences and Outpatient Centres either by ourselves or on our behalf to fulfil staff, patients and other stakeholders needs and expectations.

The Hospital is committed to:

1. **Safety:** Zero harm to patients, staff, visitors, suppliers and contractors.
2. **Efficiency and Effectiveness:** Timely, effective, efficient, equitable and person -centered care.
3. **Customer Satisfaction:** Offering outstanding customer and stakeholder experience and satisfying applicable customer and other stakeholders requirements.
4. **Risk Management:** Management and mitigation of identified risks in our processes.
5. **Opportunity Identification:** Identification and optimization of opportunities.
6. **Quality Assurance:** Ensuring our facilities and practices consistently deliver desired levels of quality performance.
7. **Compliance:** Complying with and where possible exceed statutory and regulatory and other applicable legal requirements.
8. **Supplier Collaboration:** Partnering with our suppliers and other service providers in the provision of quality healthcare services.
9. **Staff Qualification and Development:** Recruiting qualified personnel and developing staff competence.
10. **Education Provision:** Providing quality basic and advanced medical education.
11. **Quality Objectives:** Identifying and periodically reviewing quality objectives.
12. **Continuous Improvement:** Continually improving our Quality Management System.

This Quality Policy Statement underscores our dedication to meeting and exceeding expectations of all stakeholders. Every member of the Nairobi Hospital is expected to play a crucial role in upholding our commitment to quality.

TNH/MR/POL/001	Issue No: 09	Revision No: 08	Page 1 of 1
Prepared By: Quality Coordinator	Effective Date: 15 th February 2024	Revision Date: 14 th February 2026	Issued By: MR
Sign: 	Reviewed By: Head of Risk & Compliance Sign: 	Approved By: Chief Executive Officer Sign: 	Sign: 

CONTROLLED COPY

Healthcare with a difference!